



Docket No.: 8827.008.00 US  
(PATENT)

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of:  
Earl D. COX

Confirmation No.: 8713

Application No.: 10/032,967

Group Art Unit: 2121

Filed: October 26, 2001

Examiner: Joseph P. Hirl

For: BEHAVIOR EXPERTS IN E-SERVICE  
MANAGEMENT

Customer No.: 30827

**SUPPLEMENTAL AMENDMENT IN RESPONSE TO FINAL OFFICE ACTION**

**Mail Stop AF**  
Commissioner of Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In response to the Final Office Action dated October 1, 2004 (Paper No. 20040927), and the Advisory Action dated February 25, 2005 (Paper No. 20050222) please amend the above identified U.S. Patent application as follows:

**Amendments to the Claims** are reflected in the listing of claims, which begins on page 2 of this paper.

**Remarks** begin on page 12 of this paper.

04/01/2005 JADD01 00000034 10032967  
03 FC:2202 250.00 0P